



# CAREER OPPORTUNITY

## UNITED STATES PROBATION OFFICE Northern District of Iowa

POSITION(S)	POSITION OVERVIEW& REPRESENTATIVE DUTIES
<b>Automation Support Specialist</b> Announcement No. 12-4;	<p>The United States Probation Office, Northern District of Iowa, is accepting applications for an Automation Support Specialist in the Sioux City, Iowa Probation Office. The duties specified herein are intended to provide generalized examples of the major duties and responsibilities that are performed by an Automation Support Specialist and do not reflect all duties performed by positions covered by this classification.</p> <p><b><u>Representative Duties:</u></b></p> <ul style="list-style-type: none"> <li>Assists in the development of short and long range plans for improvement of automation systems and present these to the automation committee for approval.</li> <li>Installs or assists in the installation of new or revised releases of national systems.</li> <li>Incumbent will be a primary contact for application and local area network problems as well as for courtroom technical troubleshooting, support and training.</li> <li>Assists in developing, maintaining, and revising an automation budget.</li> <li>Provide first-line user support and problem resolution to desktop, system, laptop, printer, and PDA users. Assist users experiencing difficulties in the use of applications such as word processing, database applications, and other software programs used by the court unit and resolves such problems.</li> <li>Configure and implement computer hardware and operating system software. Develop standard guidelines to guide the use and acquisition of software. Implement, and test network security measures in order to protect data software. Monitor and optimize hardware operating system and databases to improve system performance and reliability.</li> <li>Provide training on new hardware, programs, and databases to all staff members as well as refresher training as needed.</li> </ul>
<b>LOCATION</b>	
Vacancy posted for: <b>Sioux City, Iowa</b>	
<b>STARTING SALARY</b>	
CL-26 \$41,786 - \$52,252 Starting salaries depend on education and experience. At the discretion of the Chief U.S. Probation Officer, and based on experience and performance, promotional potential to a CL27 is possible without further competition. The starting salary ranges listed here pertains to applicants that would be <i>new</i> Federal Judiciary Law Enforcement appointments.	
<b>OPENING DATE</b>	
06/05/2012	
<b>CLOSING DATE</b>	
6/19/2012 or until filled	

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• Provide day-to-day system backup and regularly monitor day-to-day operations of the equipment and systems. Recommend updates to ensure continued operation and act as the technical expert in solving computer system problems. Install security, operating system patches, and database software upgrades. Provide routine PC, printer, and file server maintenance and troubleshoot problems with equipment.</li><li>• Customize and develop software programming as needed and advise staff on the use of the software. Develop software to extract information from existing system databases, or conversely, to add information to the database. Prepare and maintain the documentation of all locally-developed software. Prepare and maintain technical documentation for hardware.</li><li>• Identify requirements for procurement of IT equipment. Contact vendors when warranty or repair service is needed.</li><li>• Maintains contacts with other automation court personnel at different locations and levels for the purpose of staying knowledgeable of developments, techniques, and user programs.</li><li>• Actively seeks to stay current with emerging technology and recommends and/or develops system upgrades to take advantage of these changes.</li><li>• Using technical knowledge assists in securing automation equipment, especially in the office automation areas, or when new applications require new hardware.</li><li>• Performs other duties as assigned.</li></ul> |
|--|--|

## QUALIFICATIONS

### **Minimum Skills and Qualifications:**

- The minimum experience and education requirements for a CL-26/ Step 1- High School graduate or equivalent and one year of specialized experience equivalent to work at the CL25.
- For placement at CL-26/Step 2 to 25 - High school graduate or equivalent and at least two years of specialized experience equivalent to work at CL 25.
- Specialized experience is defined as progressively responsible technical experience that is in, or closely related to, the work of the position which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position.

### **Preferred Skills and Qualifications:**

- College Degree
- Good technical, troubleshooting and communications skills.
- Ability to work in a changing work environment with frequent interruptions.
- Ability to maintain a professional and approachable disposition.

## OTHER CONDITIONS OF EMPLOYMENT

Applicants are advised that false statements or omission of information on any application materials or the inability to meet the aforementioned conditions may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

All court employees, including U.S. Probation Officers, are in the excepted service and are required to adhere to the Code of Conduct for Judicial Employees which is provided to each employee.

All employees (except Law Enforcement Officers) of the U.S. Probation Office are considered "at will" employees and such, can be terminated with or without cause.

Commencing on the date of her/his entry on duty, the selectee shall complete a one-year probationary period. This period provides time for the employee to become acquainted with the functions of the assigned position. The probationary period also affords the employee's supervisor the ability to evaluate the employee's work performance, attendance, attitude, and compliance with office policies. Upon discretion of the Chief U.S. Probation Officer, and taking into consideration the employee's work experience, performance, and acclamation to their assigned tasks, the probationary period could be removed prior to one year.

Considerable physical effort may be involved in moving, connecting, or troubleshooting equipment and running network cabling. Overnight travel to the divisional office maybe required as well as travel outside of the area for training. Periodic work during non-business hours is required.

The applicant selected for this position will be required to submit to and successfully complete a background investigation which includes fingerprinting and a credit check. Every five years thereafter,

he/she will be subject to an updated background investigation similar to the initial one.

Applicants must be citizens of the United States or be eligible to work in the United States.

This position is subject to mandatory electronic direct deposit of salary payment.

*The Probation Office provides reasonable accommodations to applicants with disabilities.*

## HOW TO APPLY

To be assured consideration for this position all required documents must be included in your application.

1. Letter of application that describes their interest in pursuing this position and how their experience relates to the stated duties, responsibilities, and skills and abilities of this position;
2. Completion of the AO78-Federal Judicial Branch Application of Employment. The application can be accessed <http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>
3. Resume with references (with phone numbers)

**Documents should be emailed in PDF format to: [hr@ianp.uscourts.gov](mailto:hr@ianp.uscourts.gov)**

**If you have questions, please contact:  
Jackie Dennis, Human Resource Specialist, at (319) 286-2375**

**Please note:**

The Court is not authorized to reimburse candidates for travel in connection with an interview or to pay relocation expenses to the successful candidate.

Only applicants who are interviewed in person will receive a written response regarding their application.

The U.S. Probation Office reserves the right to modify the conditions of this job announcement or to withdraw the announcement without written notice to the applicants. More than one position could be hired from this posting. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the U.S. Probation Office may elect to select a candidate from the original qualified applicant pool.

**The United States Courts is an Equal Employment Opportunity employer.**